

Brooks Free Library Board of Trustees

Wednesday, October 12, 2016
Thornton Room, Brooks Free Library
739 Main St., Harwich MA 02645
Executive Session 7:00 P.M.
Regular Meeting 7:30 P.M.

Agenda

1. Call to Order/Attendance
2. Executive Session: pursuant to M.G.L. c.30A, § 21(a)(1) to discuss the reputation, character, physical condition or mental health, rather than professional competence, of an individual, or to discuss the discipline or dismissal of, or complaints or charges brought against, a public officer, employee, staff member or individual.
3. Approval of Minutes of August 10, 2016
4. Public Comment
5. Reports:
 - A. Chairman
 - B. Library Director
 - C. Building & Grounds Committee
 - D. Liaison from Board of Selectman
 - E. Friends of Brooks Free Library
6. Old Business:
 - A. CPC funded Historic Preservation Project of Exterior
 - B. Library Director's performance appraisal
7. New Business:
 - A. Vote to Accept Donations
 - B. FY18 Budget
 - C. FY18 -24 Capital Plan projects
8. Open Session*
9. Upcoming Meeting Schedule
 - A. Meeting w/ Capital Outlay Committee – Oct. 5, 2016 at 5:20 pm, Town Hall
 - B. Trustees meeting – November 9, 2016, 7 pm, Brooks Free Library
 - C. Trustees Annual Meeting w/ Board of Selectmen –Mon., Nov. 21st, 6:30, Town Hall
9. Adjournment

Authorized posting officer

Virginia Hewitt
Brooks Free Library

Posted by

Town Clerk's Office

Agenda submitted electronically to Town of Harwich for posting

** Per the Attorney General's Office: Boards/Commissions may hold an open session for topics not reasonably anticipated by the Chair 48 hours in advance of the meeting following "New Business"*

If you are deaf or hard of hearing or are a person with a disability who requires an accommodation, contact the Library at 508-430-7562 or brooksfreelibrary@clamsnet.org.

Library Director's Report

Oct. 4, 2016

My report this month will be rather brief as we have primarily been occupied by the most recent failure of the lights and emergency lights.

Closing/Reduced Services

The Library was once again closed to the public due to the failure of the emergency light inverter system for the 3rd time in less than a year. We were closed from Sept. 9th to the 21st, operating our Library in the Lobby from the 10th to the 20th and re-locating most programs to the Community Center. Like last October, the complete failure of the system meant we had no lights or emergency lights, which made working in the building more difficult and required us to end the Library in the Lobby at 6 pm on weekdays rather than our normal 7 pm closing due to fading daylight. Because we are now in to the school year, we reserved a room at the Community Center for our after-school activities so that middle-schoolers who normally come to the Library were not left without supervision.

While we were only able to provide reduced services, more staff time was required to provide those services during this closure of the building as we are unable to operate in the normal efficient manner. This was our third time operating the Library in the Lobby, so we have worked out many of the configuration and operational issues, but it still requires more staff time than normal operations. We had not yet caught up from the July-August closing when the September closing occurred, and we are behind on many administrative tasks and behind-the-scenes functions. We found the same to be true of relocated programs – more time is required to pack up and transport materials, and we needed an additional staff member at the Community Center afterschool than we would normally have scheduled in Youth Services at that time of day. Attendance at the after-school program was greatly reduced from normal after-school attendance at the Library, and it varied from day to day, but parents who utilized the service were extremely appreciative.

The Town is obtaining quotes for a generator to power the lights only as well as quote for the larger generator to power the whole building, which we have had on the Capital Plan for three years. (Up until this point there has been a \$110,000 placeholder amount on the Capital Plan for this.) To date, those quotes have not yet been received.

Personnel

This month we selected Senior Library Technician Jack Sheedy to fill the vacant part-time Shift Supervisor position and substitute Sue Henken as a part-time Senior Library Technician. Jack was previously employed as a Reference Librarian at the Dennis Public Library, is a talented writer and published author, and has worked for us for several years, so it was wonderful to have the opportunity to give him this well-deserved promotion. Sue has an MLS and is currently employed (and will continue to work) as a Reference Librarian at the Wilkens Library at Cape Cod Community College. Sue will primarily work in Reference, covering evening shifts, and we are fortunate to be able to add her to our permanent staff.

FY18-24 Capital Plan submissions

Recently I submitted the Capital Plan projects for the Library, moving the request for \$100,000 for interior modifications from FY18 to FY19, and leaving the other two projects the same as the current Capital Plan - \$110,000 for FY19 for a generator for the whole building, and \$135,000 for FY20 to replace the roof. We are scheduled to meet with Capital Outlay on Oct. 5th at 5:20 pm at Town Hall.

10/6/2016 Update – We met with the Capital Outlay Committee last night and they recommended we re-submit our request for a generator to power the full building and move it up to FY18. They are just beginning to review project requests so no vote was taken but committee members indicated they believe a larger generator to power the full building is needed even if a lights-only generator is installed in the next few months to replace the inverter.

The Committee also recommended we obtain a quote to have a professional work with us next year on interior modifications so we can develop concrete plans and cost estimates for the work on the Capital Plan for FY19. I'll obtain quotes and submit that request. (Note: the needs assessment should be below the threshold for the Capital Plan but they requested we submit it to the Town Administrator and the Capital Outlay Committee that way as they sometimes bundle similar projects together for inclusion on the Capital Plan.)

State Aid Financial and Compliance Report

This week I completed the State Aid Financial and Compliance Report, the second of the two annual reports required for state certification and eligibility for state aid funds, which is due on Oct. 7th. After I receive the financial reports from Harwich Port and Chase libraries I'll complete the Compiled Compliance Report for all three libraries in town and submit that by the Oct. 21st deadline.

Update on MCOA Grant – Assistive Technology

We were recently notified that the Mass. Council on Aging did not select any senior centers on Cape Cod for their grant to establish instructional centers for assistive technology replicating our VITAL program (discussed in my Sept. report). This was extremely disappointing as we know of one Cape COA that applied.

Finally, since your Sept. meeting was cancelled, I'm including that report in this packet.

Respectfully submitted,
Virginia A. Hewitt

Library Director's Report Sept. 8, 2016

Closing/Reduced Services Again

9/9/16 Update: We discovered this morning that the emergency light inverter has failed again. We have no lights or emergency lights in the building. The Library will be closed today while we move computers, shelving and materials to the lobby. We will re-open for reduced services with our "Library in the Lobby" tomorrow. Our experience with this the two times this has happened in the past 10 months we expect to be unable to re-open for full services for several weeks. We are making arrangements to re-locate programs and provide after-school activities in other locations for the next two weeks. We have updated our website and social media accounts and sent out press releases, and will update these sites and the media when these arrangements are complete.

Personnel:

Following your vote at your August 10th meeting, Emily Milan's promotion to Assistant Director was made permanent, effective Aug. 14, 2016.

We are now advertising to fill the vacant part-time positions. The Library Shift Supervisor and Senior Library Technician openings have been posted in-house and close on Sept. 12th. If the positions are not filled in-house we will then advertise the openings to the public. We are also recruiting for Circulation Assistants, who serve as on-call substitutes.

Operations

Summer Activity

This year was our first summer open on Mondays in 11 years and residents and visitors were really taking advantage of the restored 6th day of service. The summer started out as a banner one, with record numbers using the library, checking out items and attending programs. As reported last month, however, the 12 day building closure from July 25 – August 8th greatly impacted our circulation counts for both July and August, despite the number of users who took advantage of our Library in the Lobby. As the closure wore on, more users began visiting other libraries where they could select from a full collection of materials. Our numbers shot back up as soon as we re-opened and we closed the gap but still ended the summer down from last year. We are pleased to report that when we re-opened on August 9th we were several thousand items behind other similarly sized libraries and those in adjacent towns but we made up ground and ended the month once again as the 2nd highest circulating library in CLAMS. Here are the statistics for July and August;

Items Checked Out

	July & Aug. 2016	July & Aug. 2015	Difference		
Falmouth Main Library	60073	64241	-4168	-6.5	%
Brooks Free Library	42413	45836	-3423	-7.5	%
Mashpee Library	40213	45393	-5180	-11.4	%
Brewster Ladies Library	36671	37639	-968	-2.6	%
Snow Library, Orleans	35113	35051	62	0.2	%
Bourne Library	28532	30560	-2028	-6.6	%
Eldredge Library, Chatham	23370	25870	-2500	-9.7	%
CLAMS, Consortium- wide	685180	721925	36745	-5.1	%

Upcoming Request for Community Preservation Act Funding

Reference Librarian Jennifer Pickett is preparing a request for Community Preservation funding to digitize the Harwich Oracle newspaper, which was published from 1986 to 2007. Community Newspapers, which published the Oracle, has given their consent for the project. Jennifer began working with the Harwich Historical Society on this last year and Desiree Mobed, the previous

director of the Historical Society, provided us with their newspapers so we have a more complete collection. As the project moves forward we will be soliciting donations of missing editions from the public. Our previous digitization projects involved conversion from microfilm to electronic, where this project will need to be converted from printed newspaper, and this will be much more expensive. Project requests are due to CPC on Oct. 3rd. Like our prior newspaper digitization projects, we will be requesting an additional copy for the Historical Society.

VITAL Program/Requests for Assistance

Since we established our Vision Impaired Technology Assistance at the Library (VITAL) program, we have trained numerous staff members from other libraries, worked with other libraries providing advice and pre-grant application assistance and support after a grant was received, and presented regional and state-wide workshops. Yet after 13 years of effort, no other library has followed through with establishing an instructional program. Several have received federal LSTA grants from the Mass. Board of Library Commissioners but none are providing the one-on-one instruction which is so essential. For the past several years we had been told that the MBLC would look into how to direct some of that federal funding to us to compensate us for time spent advising and training staff from other libraries, and that the grant program would be changed to provide more structure, with clear requirement that training must be provided to patrons, to ensure that a library doesn't just purchase technology but then not provide instruction. The head of that department at the MBLC has since retired, so we have not made any progress in obtaining funding to from the MBLC to assist and train staff from other libraries. We expect to see increased requests for this assistance when the handbook we have been working with the Perkins School for the Blind and Perkins Products for the past two years on how libraries can serve the needs of patrons with sight loss is finally published this fall. We are working internally on plans to reduce the workload demand in this area by offering group meetings with interested libraries several times per year, for example, rather than responding to individual requests on an on-demand basis, and by continuing to advocate at the state level for MBLC funding to provide this training to other libraries.

On another front, Paul Saner, the Commissioner of the Mass. Commission for the Blind arranged a site visit last fall to learn about our VITAL program. He was very impressed with our program and our efforts to encourage the establishment of similar programs in other communities. He formed a working group of various state agencies and organizations, which our Assistive Technology Coordinator Carla Burke has participated in, focused on how to establish instructional programs in communities across Massachusetts. Commissioner Saner was impressed with the effort we have put in to this already and he indicated he would try to identify funding to help compensate us for the work we do serving residents from all over the region and advising and assisting other libraries and organizations. Unfortunately it appears the MCB could not obtain funding to assist us or other libraries, but they did work with Mass. Dept. of Elder Affairs to obtain grant funding to establish regional assistive technology training centers at three Councils on Aging in the state. The selected senior centers will each receive all the hardware and software needed as well as \$10,000 per year for three years to hire a coordinator. I learned of this in August when our COA Director forwarded an email announcing the grant opportunity. I was disappointed that despite how impressed everyone has been with our program and the recognition that we should be funded for the regional services we provide, we would not have the opportunity to apply. But we were most dismayed by the fact that the MCOA announcement stated senior centers on the Cape would be given lower priority since Brooks Free Library already operates a regional program on Cape Cod.

On August 22 I sent a letter to the Mass. COA, with copies to the Commissioner of the Mass. Commission for the Blind and the Director of the Mass. Board of Library Commissioners, stating for the record that Brooks Free Library's VITAL program is NOT a regional program. We receive no funding to service other communities. I expressed our disappointment that we will see no reduction in our workload or demand for services from other Cape towns because they are being given lower

priority because of the mistaken impression that we are funded to operate a regional program. I asked the Mass. Councils on Aging to revise their criteria so that senior centers on Cape Cod are given equal consideration when applying for this grant. Having an instructional center in closer proximity to our successful program could only be beneficial as the coordinator would be able to take advantage of our training and the curriculum we provide with it. We have had several inquiries and expressions of interest from COAs in other Cape towns in recent years, so they are already interested in improving services to people with sight loss in their communities.

The MCOA responded, apologizing for the misunderstanding and they agreed to revise their selection criteria for the grant. They have re-advertised the grant to COAs on the Cape and given them additional time to submit their applications. I have had no response to my letter from the Mass. Commission for the Blind or the Mass. Board of Library Commissioners.

Building Info:

Preservation Work on the Exterior

The Facilities Manager and Trustees met with the Selectmen on Sept. 6th and presented the rationale for including full construction oversight and the costs of paint analysis in the contract for architectural services. The Selectmen then voted to accept McGinley Kalsow's quote and contract with them for the full services we requested.

The Selectmen were concerned that by doing the paint analysis that would open the door to painting the building historic colors, which they do not support. We informed the Selectmen that the Historic District Historical Commission members may individually prefer historic paint colors but they acknowledged to us at our Jan. 20, 2016 meeting with them that permission from the HDHC is only required if the color is going to be changed. White is the already approved color and therefore there is no change that needs to be approved. The HDHC members then asked that a paint analysis be done so that the historic record of what the paint colors were is not lost when the chemical stripping is done. We agreed to this and that provision was included in their motion of support for the project.

As part of the discussion at the Selectmen's meeting we were asked if the Trustees had taken a vote that the building remain white. Most of the Trustees present remembered doing so, as did I, however, when I reviewed the minutes from the past year the following day I learned that vote was not recorded in the minutes. To correct this oversight, the Trustees can take a formal vote at your next meeting.

Handicapped Door Repairs

The automatic door openers on the doors to the parking lot will be repaired on Tuesday, Sept. 20th. This \$9000 repair has been encumbered and will be paid from FY16 funds.

Repairs to Fire Protection Sprinkler System Pipes

Numerous leaks were discovered when the sprinkler system was flow tested last fall. The \$14,000 to make these repairs was included in an article and approved at the May 2016 Town Meeting. Facilities Manager Sean Libby has scheduled this work for Sept. 13th- 16th.

Administrative:ARIS report

In August I submitted the Annual Report and Information Survey to the Mass. Board of Library Commissioners. This report covers staffing, hours, circulation, programming, etc., and is one of two required for communities to be certified by the MBLC and eligible to receive State Aid to Libraries. The Financial Report is due in early October.

FY17 Expenditures:

The spreadsheet of year-to-date expenditures is included in your packet.

Respectfully submitted,

Virginia A. Hewitt
Library Director

FY17 Budget Balances
9.30.2016

AREA OF EXPENDITURE	Appropriated Amt	Spent	Remaining Balance	Percent Spent
Advertising	\$160.00	\$0.00	\$160.00	0%
Dues, Subs & Travel	\$3,110.00	\$402.00	\$2,708.00	13%
Educational Supplies	\$145,000.00	\$43,217.36	\$101,782.64	30%
Electric	\$34,435.00	\$9,309.38	\$25,125.62	27%
Employee Fringe Benefits	\$655.00	\$0.00	\$655.00	0%
Gas	\$16,200.00	\$80.82	\$16,119.18	0%
Library Supplies	\$12,350.00	\$1,390.38	\$10,959.62	11%
Maintenance & Repair	\$5,500.00	\$222.96	\$5,277.04	4%
Office Supplies	\$5,550.00	\$1,262.56	\$4,287.44	23%
Professional & Tech	\$45,424.00	\$40,018.83	\$5,405.17	88%
Water	\$766.00	\$318.35	\$447.65	42%
Total Library Expenses	\$269,150.00	\$96,222.64	\$172,927.36	36%
Wages & Salaries	\$626,192.51	\$135,814.04	\$490,378.47	22%
TOTAL	\$895,342.51	\$232,036.68	\$663,305.83	26%

Assistant Director's Report
October 3, 2015

Volunteers:

The support we as a staff have received from our volunteers during a very busy summer and two occurrences of the "Library in the Lobby" has been overwhelming. As a thank you the staff is planning on hosting a Volunteer Appreciation week from October 17 through October 22nd. Staff members will be donating homemade baked goods and treats for our volunteers each day. Staff Librarian, Emily Carta and I will be circulating an electronic survey to determine whether or not any of our volunteers would be interested in taking on new duties in circulation or volunteering in other capacities such as technology training for patrons.

Programming:

A few minor changes were made to programs for the fall. Device Advice is back on Wednesdays and Saturdays from 2-3 pm. Emily Carta will be running DA and patrons should check-in at the Ref Desk. Emily will also be doing a Tech Talk on iOS products on October 22nd. She will follow up by offering a monthly Users group for Apple products beginning in November. The group will meet on the 3rd Saturday of each month from 1-2 pm to provide ongoing support for iOS users. Our adult morning groups will begin meeting from 12:30- 2pm as of October. The Wednesday Morning writers group, our longest running group, was unable to continue meeting on Wednesdays due to a conflict with Knit Lit so the group will now be meeting on Mondays. Mah Jong chose to move to Tuesdays at 12:30 and the Memoir writers group continues to meet on Fridays but will only be meeting on the 2nd and 4th Fridays. Circulation Assistant Corey Farrenkopf and Gabrielle Griffis are once again offering their writing workshop on Monday evenings. This series of 8 events is open to anyone interested in learning more about writing fiction. The Literary Diners group is taking a hiatus for the months of November and December and will return with a new theme and name after the holidays. The morning book group is seeking input from members at the October meeting to determine a direction for the coming year and may also have a new name and/or theme in the future. I am exploring the idea of running a themed workshop series in the winter. In addition to our ongoing programs, book groups and technology programing, these series would highlight topics such as science, wellness and art.

I am currently in the process of finalizing a draft of our Assistive Listening System (ALS) policy which I hope will be presented to the Board for recommendations at the November meeting. We will also be revising our performer contract and hope to include a copy of the ALS policy and procedure when contracting with performers with the hopes of improving the ease of use of the ALS at every library program. Beginning in November, you will see the universal symbol for ALS in each event listing of online calendar and on our program calendar calendars and flyers indicating that the system is intended to be used at these programs.

Circulation:

Also in process are the final circulation procedures needed to complete the Circulation Manual which will then be posted online for the staff and will be available in print in the circulation office. Prior to publishing our circulation manual, I will be working closely with Emily Carta during the month of October to evaluate each and every circulation duty to ensure that there is a written

procedure in place for staff to refer to as needed and ensure that they are currently assigned or delegated as needed.

Technology:

I recently tasked Emily Carta with the completion of a surplus technology inventory. She is in the process of compiling that data which we hope to present to you next month along with a suggested plan for the de-acquisition of that technology. During our recent closing for door repairs, I also asked Emily to provide a Google Drive training for the Staff. Our CLAMS administered google accounts offer us access to a wide variety of tools that I strongly believe could be better utilized for communication and data storage by all staff members. Emily created a very helpful handout and the training was a success. Emily will likely use this staff training and handouts as a basis for a patron centered training later in the winter.

NELA Conference:

I plan on attending at least one day of the upcoming NELA conference in Danvers. Workshops covering programming and outreach are scheduled for Monday, October the 17th. As these two topics are primary objectives for my position in the coming months, I think it would be beneficial to attend. Staff Librarian Emily Carta will be attending several workshops scheduled for Tuesday which will cover technology and digital archiving. This fits perfectly into our upcoming plans to offer programs for patrons covering the topics of digital archives and scanning and organizing photographs and other memorabilia.

Respectfully submitted,

Emily Milan
Assistant Director

Reference Librarian's Report
October 5, 2016

Activities over the past few months

During our recent 'library-in-the-lobby' times, I was able to accomplish several large projects on the second floor that would have been very difficult to complete while the library was open. We moved all the adult public internet computers, the large printer/copier, and the print server station to the right of where they had been. They were placed on new tables/furniture from Kenmark. Much of this new furniture was assembled in the parking lot by Kenmark staff – a task which would have been more difficult if we were open at the time. The computer area was re-designed and looks cleaner and has more room than before.

Massive amounts of books were weeded and shifted to make room to bring the entire audiobook collection upstairs. Volunteer John Whitman contributed significant man hours to helping with this task. The audiobook collection is now finally together with fiction/mystery titles on the wall to the right and non-fiction titles on the wall to the left. For years, this collection has been split up so the non-fiction was upstairs while the fiction was downstairs, and now they are together. This is a project that our staff has talked about for years and we are glad to finally have the chance to complete it. More room is now available downstairs for expansion of the Large Print titles and for the general Fiction/Mystery collection. Hundreds of new books are purchased for these collections each year and more space was needed so that newer titles would not have to be disposed of so quickly.

I was also able to train Library Shift Supervisor Jack Sheedy, Senior Library Technician Sue Henken, and Suzanne Martel, Staff Librarian in our procedures for obtaining and lending books from out of state (ILL). Sue and Jack will be working regular shifts at night in Reference this Fall and will be taking on ILL duties that were once assigned to former staff member Janice Nikula-Dalton. I was happy to have some time do this training during our regular scheduled shifts and without interruption.

During our first outage, I was assigned to work some library in the lobby shifts and I got to do things that I haven't done in many years like assigning new library cards and booking museum passes. It was a good cross-training opportunity for me overall. During our second outage, I completed another large weeding/shifting project and finished some research needed for our Harwich Oracle CPC project while keeping my walkie-talkie close by to retrieve items from the second floor needed by patrons in the lobby. I've also attended several meetings in my role of CLAMS representative to the state-wide ebook steering committee. I will have a more detailed report on that next month. I did take a few days off in this time period, but when I was here, I was busy, as was all of our staff.

CPC Project to digitize the Harwich Oracle (see full copy of project attached)

The Funding request application for the Digitization of the Harwich Oracle project was submitted to the Community Preservation Committee on Monday, October 3. As the project manager I am

asking for \$41,250 to scan Harwich Oracle print newspapers (covering the years 1986 to 2007) to create a digital, searchable collection. Included in my request are funds for 3 hard external drives – one for the library, one for the Harwich Historical Society, and one for the town Cemetery Administrator. Letters of support from these departments are included with the application. After many emails and phone calls I was officially given permission to go forward with this project from the publisher that took over the Oracle (Gatehouse Media). Paul Pronovost, Executive Editor, got the official OK from their corporate office and he was also able to verify that the company itself has no archival copies of the Harwich Oracle. This is a much larger and more expensive project than the two previous projects I have submitted because we do not have microfilm for the Harwich Oracle, only large format print newspapers that are quickly deteriorating. I obtained two quotes for this project. The larger amount represents how much it would cost to digitize the collection if I were to receive additional missing issues to complete the collection (sadly, we are missing many issues). The lower quote represents the actual cost to digitize the current collection so the real cost will be somewhere in between those numbers. If anyone has any questions about this project please feel free to call me anytime or email me at jpickett@clamsnet.org and I will happy to give you more details or discuss it further.

Respectfully submitted,

Jennifer Pickett, Reference Librarian

Youth Services Report

10/5/16

Program Relocation During Lighting Problems

While the lights were out at the library, we continued to run almost all of our children's programming at the Harwich Community Center. Attendance at all of our programs dropped during this period but appears to be picking back up again now that the library has reopened. The middle school programs that had not yet begun when the September lighting issues began were canceled and will begin this week. Staff members provided an afterschool space at the Community Center for middle school students who would normally come to the library. As was the case last October when we ran a similar program during the first lighting emergency, the program did not have a lot of users, but the patrons that did utilize the program were extremely grateful and found it incredibly helpful.

School Visits

Now that the school year has begun, I have been arranging visits to the Harwich Elementary School. As of this writing there are fourteen classrooms that I will be visiting weekly, bi-weekly, or monthly throughout the school year for about 15-20 minutes at a time to talk about books.

I am partnering with Sarah Idman, former BFL Senior Library Tech and current HES School Librarian, to begin a Mock Caldecott program with the fourth grade. The Caldecott medal is given each year to the illustrator of most distinguished picture book published in the US. I have started reading Caldecott-eligible books to the fourth graders during my scheduled visits. In December Sarah and I will be holding in-depth discussions of the books with the students, culminating in each class voting for the book they believe to be most distinguished. The actual Caldecott award will be presented in January.

Upcoming Special Events

The annual Halloween Parade for toddlers and preschoolers will be on Monday, October 31st at 10:30. This year in addition to parading to the town hall we have been invited to the Royal assisted living building as well.

The first of the school year's Engineering Challenges will be held on Saturday, October 15th and will feature creating marble runs out of pipe foam and tape.

A Spooky Treats Workshop for elementary school kids on Saturday, October 29th will make quick no-bake treats such as boooo-nanas and oreo-bats.

Respectfully submitted,
Ann Carpenter
Youth Services Librarian